

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Executive Summary

The FY2019 Consolidated Annual Performance and Evaluation Report (CAPER), describes the results and benefits produced by the City of Charlotte as projected by the City's FY2019 Annual Action Plan.

The City of Charlotte carries out federal programs administered by the U.S. Department of Housing and Urban Development (HUD). In addition, the City uses local funds for community development activities. The CAPER describes performance achievements to HUD for the following programs:

- Community Development Block Grant (CDBG)
- HOME Investment Partnership (HOME)
- Housing Opportunities for Persons with AIDS (HOPWA)
- Emergency Solution Grant (ESG)

Funding from these programs is used to provide and promote decent and affordable housing, a suitable living environment and expanded economic opportunities for Charlotte's citizens.

The City of Charlotte's Housing Policies support the need for safe and decent housing for low and moderate-income households and identifies the following goals:

- Provide temporary rental assistance
- Finance permanent supportive rental housing
- Provide opportunities for homeownership
- Provide programs to support persons with HIV/AIDS

- Increase the supply of affordable rental housing
- Improve existing housing stock
- Support facilities and programs for the homeless
- Increase neighborhood sustainability
- Promote business growth and a robust workforce.

The City of Charlotte's Housing Policy embraces HUD's national goals established by HUD to provide decent and affordable housing; provide suitable living environment; and expand economic opportunities to benefit low and moderate-income households.

In FY2019, the City of Charlotte and its partners implemented a number of housing and community development activities in the Charlotte community. The following reflects a portion of the City's achievements in FY2019:

588 affordable housing units were produced through investments in new construction and housing rehabilitation using federal funding.

332 households received down-payment assistance to purchase a home.

4,044 persons benefited from the Emergency Solution Grant and HOME funded Tenant Based Rental Assistance.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Finance permanent supportive rental housing.	Affordable Housing Homeless Non-Homeless Special Needs	CDBG: \$ / HOPWA: \$150000 / HOME: \$ / Local HOME Match: \$	Rental units constructed	Household Housing Unit	10	0	0.00%	155	0	0.00%
Finance permanent supportive rental housing.	Affordable Housing Homeless Non-Homeless Special Needs	CDBG: \$ / HOPWA: \$150000 / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	0	0		150	0	0.00%
Finance permanent supportive rental housing.	Affordable Housing Homeless Non-Homeless Special Needs	CDBG: \$ / HOPWA: \$150000 / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0		8	0	0.00%
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	200	251	125.50%			

Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	0	2		0	2	
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Rehabilitated	Household Housing Unit	325	463	142.46%	95	128	134.74%
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for Homeless added	Household Housing Unit	0	0				
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	425	2723	640.71%			

Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	300	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Facade treatment/business building rehabilitation	Business	2	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units constructed	Household Housing Unit	0	0		105	0	0.00%
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	12	0	0.00%	50	0	0.00%
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	8	0	0.00%	15	0	0.00%

Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Rehabilitated	Household Housing Unit	50	0	0.00%	15	0	0.00%
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Direct Financial Assistance to Homebuyers	Households Assisted	8	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Buildings Demolished	Buildings	4	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Other	Other	0	75		20	17	85.00%
Increase the supply of affordable rental housing.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units constructed	Household Housing Unit	20	130	650.00%	10	0	0.00%
Increase the supply of affordable rental housing.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	0	0		250	0	0.00%

Increase the supply of affordable rental housing.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	0	0				
Promote business growth and a robust workforce.	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	4209	84.18%	1000	1083	108.30%
Promote business growth and a robust workforce.	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	0	0		6	0	0.00%
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	1575	1637	103.94%	300	792	264.00%
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for Homeless added	Household Housing Unit	0	0				
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				

Provide programs to support persons with HIV/AIDS.	Affordable Housing Non-Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2380	1813	76.18%	313	405	129.39%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	320	313	97.81%	90	96	106.67%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	0	431		70	103	147.14%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non-Homeless Special Needs	HOPWA: \$	Housing for People with HIV/AIDS added	Household Housing Unit	12	2	16.67%			
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	175	1463	836.00%	80	516	645.00%
Provide temporary rental assistance.	Affordable Housing Homeless	HOME: \$ / ESG: \$ / Local HOME Match: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	925	626	67.68%	125	90	72.00%

Support facilities and programs for the homeless.	Homeless	HOME: \$330000 / ESG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	400	0	0.00%			
Support facilities and programs for the homeless.	Homeless	HOME: \$330000 / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	0		125	0	0.00%
Support facilities and programs for the homeless.	Homeless	HOME: \$330000 / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	10000	13685	136.85%	2700	3800	140.74%
Support facilities and programs for the homeless.	Homeless	HOME: \$330000 / ESG: \$	Homelessness Prevention	Persons Assisted	50	67	134.00%	20	24	120.00%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The City of Charlotte and its partners continue to make the housing, economic and community development needs of Charlotte’s low and moderate-income residents the focal point for federal and local funded programs.

The City’s success in neighborhood revitalization is measured by increased homeownership; housing construction and rehabilitation, investments in remove economic barriers for low and moderate income families and neighborhood improvements.

CDBG funding in FY2019 was specifically focused in three areas: housing rehabilitation, Out of School time training and neighborhood revitalization. The City continued to support the redevelopment of Brightwalk, a mixed income development and designated Revitalization Strategy Area. The City also provides housing rehabilitation for low income families through its SafeHome program and multifamily housing

rehabilitation to preserve existing affordable rental housing units.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

In addition, CDBG programs reported 248 families who reported as other/ multiple races; HOME programs reported 2 families with other/ multiple races and 33 families who provided no information; HOPWA programs reported one family with other/ multiple races; ESG programs reported 111 families as other/ multiple races and 6 who did not report.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	11,259,833	6,369,400
HOME	public - federal	10,089,863	3,617,857
HOPWA	public - federal	5,221,690	2,113,457
ESG	public - federal	1,015,536	599,194
Continuum of Care	public - federal	183,129	100,610
Other	public - local	244,602,860	61,128,365

Table 3 - Resources Made Available

Narrative

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
City of Charlotte			Service Geography
City of Charlotte/ Mecklenburg County			Service Geography
Double Oaks Redevelopment Area	5	27	
HOPWA Designated Service Area			Service Geography

Table 4 – Identify the geographic distribution and location of investments

Narrative

27% of CDBG funds were distributed to the Double Oaks Redevelopment Area. The remaining funds were distributed throughout the City of Charlotte.

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	2,119,749
2. Match contributed during current Federal fiscal year	824,420
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	2,944,169
4. Match liability for current Federal fiscal year	456,861
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	2,487,308

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
HOME	07/01/2018	824,420	0	0	0	0	0	824,420

Table 6 – Match Contribution for the Federal Fiscal Year

HOME MBE/WBE report

Program Income – Enter the program amounts for the reporting period				
Balance on hand at begin-ning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
0	1,241,754	1,241,754	0	0

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Contracts						
Dollar Amount	0	0	0	0	0	0
Number	0	0	0	0	0	0
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	0	0	0			
Number	0	0	0			
Sub-Contracts						
Number	0	0	0			
Dollar Amount	0	0	0			

Table 8 - Minority Business and Women Business Enterprises

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0

Table 9 – Minority Owners of Rental Property

Relocation and Real Property Acquisition – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition						
Parcels Acquired		0		0		
Businesses Displaced		0		0		
Nonprofit Organizations Displaced		0		0		
Households Temporarily Relocated, not Displaced		0		0		
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Cost	0	0	0	0	0	0

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	250	90
Number of Non-Homeless households to be provided affordable housing units	488	874
Number of Special-Needs households to be provided affordable housing units	20	0
Total	758	964

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	250	107
Number of households supported through The Production of New Units	350	460
Number of households supported through Rehab of Existing Units	140	128
Number of households supported through Acquisition of Existing Units	18	0
Total	758	695

Table 12 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Low availability of housing stock and shortages of qualified contractors lowered rental assistance usage and rehabilitation production.

Discuss how these outcomes will impact future annual action plans.

The City of Charlotte recognizes the need for additional affordable housing units. The City continues to pursue programs and practices that cost effectively create additional affordable housing and preserve naturally occurring affordable units.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	681	18
Low-income	349	70
Moderate-income	348	204
Total	1,378	292

Table 13 – Number of Households Served

Narrative Information

The City's main focus of its federal funds is affordable housing preservation and production. The City uses a combination of policy, federal and local funds to create, perserve and sustain affordable housing options for all residents of Charlotte.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City of Charlotte partners with the County and non-profit service providers to meet the needs of households experiencing homelessness in the City. Several organizations provide direct street outreach to unsheltered homeless persons. Much of the outreach work conducted in Charlotte is provided by volunteers or paid for by local dollars. This allows federal funds to be used for other activities such as rapid rehousing and shelter operations. Charlotte continues to aggressively target homelessness and deploy funding and processes to end and prevent homelessness.

In FY 2019 Charlotte continued rollout of the coordinated assessment process. Through this process, all persons in need of services are assessed and prioritized based on need and risk. In FY 2019 the City continued diversion. The diversion process seeks to use minimal amounts of funding to redirect persons seeking shelter. For the period of June 2018 through July 2019, 438 households were redirected from shelters to more appropriate housing.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City continues to partner with three shelters providing services to homeless households. The Men's Shelter provides emergency shelter to homeless men. The Salvation Army of Hope provides shelter to women and their minor children. Safe Alliance provides shelter to victims of domestic violence.

Along with the emergency shelter organizations, several other non-profit housing partners assist with providing transitional housing. These organizations provide temporary rental assistance through HOME, ESG, and locally-funded programs. Two partner organizations, Supportive Housing Communities and Urban Ministries, develop supportive housing specifically for chronically homeless men and women. There continues to be a considerable need for services directed at ending and preventing homelessness. The City will continue to fund support for shelters and temporary rental assistance with a goal of self-sufficiency, and capital projects that create new housing options for persons experiencing homelessness.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after

being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

The City's coordinated assessment process assesses all individuals seeking housing assistance and based on a standardized evaluation directs persons to the most appropriate services. In addition, partner agencies work together to connect services to the individual client needs. Agencies such as health providers, law enforcement agencies and more traditional service providers work together to meet specific client needs with a goal of self-sufficiency.

The City of Charlotte, Mecklenburg County and area service providers implemented a diversion program through coordinated assessment which is targeted to families who are experiencing homelessness for the first time. This diversion program allows case managers working with families to determine if funds could be provided which would allow the families to stay housed at their current locations.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

This year, 90 households accessed one or more City-funded temporary rental assistance programs. This intentional use of funding and partnership with Mecklenburg County to fund case workers directly connected to rental assistance placements is one of the community's core strategies to ensure successful transitions to self-sufficiency. Both the coordinated assessment and diversion processes play key roles in ensuring clients receive the most appropriate services for their individual needs. Building on the Mayor's Challenge to End Homeless, the community is now participating in Built for Zero - a rigorous national change effort working to help a core group of committed communities end veteran and chronic homelessness. A coalition of organizations partneres around this work and is succeeding in placing veterans and chronicy homeless persons in housing throughout the year.

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

By the end of FY 2019, CHA converted 3,347 Public Housing units to its Project Based Voucher (PBV) funding platform via the Rental Assistance Demonstration (RAD) program. There is only one remaining property Dillehay Courts, which have not yet been converted to the agency's RAD platform. Dillehay Courts will be redeveloped in two phases and retain all 136 public housing units through the transfer to CHA's RAD platform in 2020-2021 through two associated phases. The first "phase" is underway and will utilize 36 RAD PBV vouchers, with the forthcoming phase two, entailing the additional 100 remaining PBV vouchers. This will complete the 100 percent public housing conversion to CHA's RAD PBV Platform. Making the move to RAD will continue to enable CHA to achieve major goals while safeguarding long term affordability of units without further burdening clients with increased rental costs in Charlotte's increasingly competitive rental market.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

The Charlotte Housing Authority (CHA) has dedicated full-time staff within its Client Services Division that works with an increasingly active Resident Advisory Council to recruit, empower and assure residents are active in agency decision making and community leadership prospects.

In 2016 CHA launched its Homeownership program, Destination Homeownership. The successful program empowers and assists qualifying Housing Choice Voucher and Rental Assistance Demonstration (RAD)-Project Based Voucher (PBV) participants who are first-time buyers, in the purchase of their version of the American Dream.

Since 2010, 130 families have purchased a home with popularity of the program growing, as the Destination Homeownership waitlist reaches over 260 applicant families. In 2018 alone, the program assisted 18 families with support and services to purchase a home. The purchased homes included pre-existing and new construction single family homes, townhomes. Destination Homeownership families are empowered through HUD-certified homeownership education and counseling programs that include workshops and individualized training on budgeting, credit, and the intimidating home buying process.

Actions taken to provide assistance to troubled PHAs

N/A

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City has adopted a progressive set of codes and ordinances that broadly allow housing throughout the City and provides voluntary incentives for the provision of a mix of housing for households with diverse income. City policies also ensure projects funded by the city are not concentrated in areas with high levels of existing multifamily units. The City actively markets the shortage of and need for housing affordable to households at or below 80% of area median income.

To lessen barriers to affordable housing the City continues to support nonprofit housing agencies, encourage creative partnerships and provide funding to support diverse housing options in the Charlotte Mecklenburg community. This year the City of Charlotte provided funding for tenant based rental assistance, gap financing for multifamily housing construction and funding for multifamily rehabilitation. The City also has a voluntary density bonus program to encourage mixed income developments through provision of higher density developments.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

Underserved needs are identified as limited housing units available for low and very low income households, limited housing for persons with special needs and lack of funding to quickly rehouse homeless individuals and households. To address these obstacles, the City; 1) provided gap funding for housing developments that will serve low and very low income households, 2) Participated in the development of housing for persons with HIV and formerly homeless and 3) Provided housing subsidies designed to quickly rehouse households experiencing a housing crisis such as homelessness.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

Underserved needs are identified as limited housing units available for low and very low income households, limited housing for persons with special needs and lack of funding to quickly rehouse homeless individuals and households. To address these obstacles, the City; 1) provided gap funding for housing developments that will serve low and very low income households, 2) Participated in the development of housing for persons with HIV and formerly homeless and 3) Provided housing subsidies designed to quickly rehouse households experiencing a housing crisis such as homelessness.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City of Charlotte and Mecklenburg County employ various strategies and initiatives to improve economic opportunity for low wealth residents. Most of these efforts are integrated into the goals, programs and policies of the City of Charlotte Housing & Neighborhood Services, the Mecklenburg County Department of Social Services and the Charlotte Housing Authority. This year, these strategies included:

- Mecklenburg County's Work First Program to help lift households receiving public assistance out of their poverty circumstances and into full-time employment.
- CHA's Family Self-Sufficiency Program that provides remedial education, counseling, job training referral and placement to public housing residents.
- Local Job-Link system that provides access to training and jobs.
- Mayor's Mentoring Alliance connects Charlotte mentoring organizations for the purpose of promoting best practices through providing workshops, resources and standards for quality service delivery.
- Mayor's Youth Employment Program that provides summer employment opportunities for disadvantaged youth that exposes them to the world of work.
- The Housing Advisory Board of Charlotte-Mecklenburg is a community based board appointed to implement the Charlotte-Mecklenburg Ten Year Plan to End and Prevent Homelessness. Board Members bring expertise and commitment to the Ten Year plan with authentic and influential experience in homelessness and housing services and are appointed by the Charlotte Mayor, City Council and the Mecklenburg County Commission.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

Charlotte Mecklenburg uses a robust delivery system providing services from emergency shelter to first time homeownership. This year, the City worked with a number of local nonprofit housing agencies who provide programs and services on behalf of the City. The City acts as the lead agency for the Charlotte Mecklenburg Continuum of Care. This group coordinates efforts to reduce and end area homelessness and provides a continuum of services to low income households. The Charlotte Housing Authority is responsible for all public housing developments in Charlotte Mecklenburg and is also the responsible entity for the Housing Choice Voucher Program. The Charlotte Mecklenburg Housing Partnership is a Community Development Business Organization that works closely with the City on several projects. The City will continue to rely on these partnerships to implement HUD funded housing and community development programs. The City participates in various advisory boards and coalitions that provide continuous feedback on the City's delivery systems and offer suggestions on how to better streamline program delivery and project implementation.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The City fostered coordination through its participation as the Lead Agency in the Charlotte Mecklenburg Continuum of Care. The City also established the Housing Advisory Board of Charlotte Mecklenburg to research and recommend housing best practices and foster coordination between the public and private sectors. The City and many local nonprofit organizations serving homeless individuals continue to work through the Homeless Services Network to coordinate service delivery for families with critical needs related to homelessness.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

The City of Charlotte has established programs and resources to mitigate barriers to fair housing choice. The Charlotte Community Relations Committee works hard to prevent discrimination in Charlotte-Mecklenburg. The Committee accepts formal complaints from any party who feels discriminated against in a public place or in housing because of their race, color, religion, national origin, gender, family status or disability. The Committee also provides fair housing education and outreach services. Charlotte conducts yearly tests multifamily housing complexes for fair housing compliance.

The City is currently updating its Analysis of Impediments to Fair Housing document to inform the Fair Housing Action Plan and 2020 Consolidated Plan.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

The City institutes a multi-layered monitoring approach to ensure that housing strategy, short and long term goals, program specific regulations and general state and federal statutes are followed.

The planning process produces draft documents that are reviewed internally, reviewed by elected officials and published for comment. The City also conducts several public forums to explain the content and use of the plan document. All plans are then approved by a vote of City Council.

Based on approved plans, activities are developed to achieve the outcomes set forth in the plan. Activities are conducted using multiple delivery methods including City staff, subrecipient, contractors or other third parties such as land owners or developers. Federal, State and local guidelines related to selection of parties who may use federal dollars are followed by staff and reviewed by internal compliance and/or procurement divisions to ensure the selection method complied with applicable regulations.

Once activities are underway, several City staff persons are assigned to monitor activities for compliance including contract monitors, a multifamily project manager and a compliance team who monitors Section 3 compliance and Davis Bacon.

Responsible parties regularly report the status of each activity to ensure plan goals will be completed. At the end of each year, accomplishments are compared to goals to determine the status of plan activities and make any necessary adjustments to future activities.

This year, monitoring was conducted on 12 projects to ensure ongoing compliance. These included: (CDBG) Community Link Voluntary Relocation Program; (HOME/TBRA) Charlotte Family Housing, The Men's Shelter of Charlotte, Salvation Army, Supportive Housing Communities; (HOPWA) Carolinas CARE Partnership; (ESG) Community Link/Prevention, The Men's Shelter of Charlotte/RR and Shelter, Salvation Army/RR and Shelter, Supportive Housing Communities/RR, Safe Alliance/Shelter and Friendship CDC/Shelter.

The City of Charlotte also separately monitors Davis Bacon, Section 3, environmental and State Historic Preservation Office compliance to ensure projects comply with all applicable crosscutting requirements.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The City of Charlotte publishes notices in local English and Spanish newspapers requesting feedback on the CAPER document. To ensure access, the draft document is available at City of Charlotte government offices as well as libraries throughout the city. Comments are accepted by mail or email for a period of no less than fifteen days.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The City's CDBG funded programs were conducted as specified in the 2019 Action Plan. The programs yielded their intended outcomes.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

CR-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

HUD regulations require annual compliance monitoring and on-site inspections for rental housing developments consisting of 26 or more units to be inspected annually, inspections every two years for developments of 5-25 units and every three years for developments of 1-4 units.

The following HOME funded rental units were monitored in FY2019:

Arbor Glen III	Montgomery Gardens
Springfield Gardens	Honeycreek Senior Apartments
Olando Street	St. Andrews Homes
Nia Point	Wilmore
Rachel Street	LaSalle at Lincoln Heights
McNeel Apartments	Tyvola Crossings II
Cherry Garden Apartments	LaSalle Street Duplexes
Fairmarket Square Apartments	Friendship Gardens
Bradford Apartments	Pamlico Apts. (Sparrow Run)

The Stephenson

Year-end monitoring activities included approval of tenant rent increases, review of rent rates, income limits and utility schedules, unit mix, lease protections, property inspections, review of maintenance plans, random tenant file reviews for income verification, tenant re-certification and accurate rent calculations. No questionable findings were revealed during the review of tenant files. The overall units and grounds were satisfactorily maintained and inspected. Based on the City's inspection, letters regarding needed repairs were sent to property owners. All repairs and recommendations were satisfactorily completed.

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units.

92.351(b)

The City of Charlotte uses HOME funding in two ways that facilitate affirmative marketing practices. The City's down payment assistance program provides funding for the purchase of market rate units and using HOME funding to increase affordability and funding access through down payment and closing cost assistance. The City of Charlotte and its partner, the Charlotte Mecklenburg Housing Partnership provide outreach and training to real estate agents and first loan providers to ensure the program is widely utilized. Outreach to lenders is focused on lending organizations that have community based loan programs often accessed by minority homebuyers.

HOME funds is also used by nonprofit partners to develop various types of affordable housing products. The City requests each partner to develop and implement an affirmative marketing plan related to their project to ensure equal access to the developed housing resource.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

This City of Charlotte recieved and expended \$ 1,241,753.92 in program income during the project year. A report on these activities is attached in section CR-00.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing).

91.320(j)

The City of Charlotte works as a collaborative partner with nonprofit organizations as well as State and Federal government to promote and increase diverse housing options within the City. In addition to the investment of Federal funds in affordable housing development and preservation, the City operates a Housing Trust Fund. This funding source has provided over \$100 million in housing investments in Charlotte acting as a major gap financing instrument for tax credit housing and a primary funding source for over \$36 million in supportive housing development.

Along with the City's finance commitment, City Council continues to direct staff to implement affordable housing best practices. One area currently under review is City surplus property and what role these physical assets might play in the provision of additional affordable housing units.

CR-55 - HOPWA 91.520(e)

Identify the number of individuals assisted and the types of assistance provided

Table for report on the one-year goals for the number of households provided housing through the use of HOPWA activities for: short-term rent, mortgage, and utility assistance payments to prevent homelessness of the individual or family; tenant-based rental assistance; and units provided in housing facilities developed, leased, or operated with HOPWA funds.

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	70	103
Tenant-based rental assistance	90	96
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	15	67
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	0	0

Table 14 – HOPWA Number of Households Served

Narrative

CR-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient Name	CHARLOTTE
Organizational DUNS Number	071064166
EIN/TIN Number	521333483
Identify the Field Office	GREENSBORO

CAPER

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Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance

Charlotte/Mecklenburg County CoC

ESG Contact Name

Prefix	Mr
First Name	Miles
Middle Name	0
Last Name	Vaughn
Suffix	0
Title	Housing Director

ESG Contact Address

Street Address 1	600 East Trade Street
Street Address 2	0
City	Charlotte
State	NC
ZIP Code	-
Phone Number	7043365045
Extension	0
Fax Number	0
Email Address	mvaughn@charlottenc.gov

ESG Secondary Contact

Prefix	Ms
First Name	Joan
Last Name	Campbell
Suffix	0
Title	Assistant Director Housing & Neighborhood Services
Phone Number	7043362410
Extension	0
Email Address	Ncampbell@charlottenc.gov

2. Reporting Period—All Recipients Complete

Program Year Start Date	07/01/2018
Program Year End Date	06/30/2019

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name

City

State

Zip Code

DUNS Number

Is subrecipient a victim services provider

Subrecipient Organization Type

ESG Subgrant or Contract Award Amount

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 17 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 18 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 19 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	0
Female	0
Transgender	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 21 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	0
18-24	0
25 and over	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 22 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households				
Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans	0	0	0	0
Victims of Domestic Violence	0	0	0	0
Elderly	0	0	0	0
HIV/AIDS	0	0	0	0
Chronically Homeless	0	0	0	0
Persons with Disabilities:				
Severely Mentally Ill	0	0	0	0
Chronic Substance Abuse	0	0	0	0
Other Disability	0	0	0	0
Total (Unduplicated if possible)	0	0	0	0

Table 23 – Special Population Served

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	330,325
Total Number of bed-nights provided	301,540
Capacity Utilization	91.29%

Table 24 – Shelter Capacity

11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Expenditures for Rental Assistance	0	61,474	4,267
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	0	61,474	4,267

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Expenditures for Rental Assistance	0	423,374	26,348
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	0	423,374	26,348

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Essential Services	0	0	0
Operations	0	71,010	40,562
Renovation	0	0	0

Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	0	71,010	40,562

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Street Outreach	0	0	0
HMIS	0	13,599	0
Administration	0	0	0

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2016	2017	2018
	0	569,457	71,177

Table 29 - Total ESG Funds Expended

11f. Match Source

	2016	2017	2018
Other Non-ESG HUD Funds	0	57,000	46,908
Other Federal Funds	0	25,000	0
State Government	0	0	0
Local Government	148,508	140,000	13,950

Private Funds	142,424	533,768	320,644
Other	164,985	8,730	8,294
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	455,917	764,498	389,796

Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2016	2017	2018
	455,917	1,333,955	460,973

Table 31 - Total Amount of Funds Expended on ESG Activities